

From: Rachel Fischer [<mailto:rfischer@ybp.com>]

Sent: Wednesday, April 22, 2015 2:05 PM

To: PUC

Subject: North American Power

I read in the newspaper that you are interested in studying the rise in price of utilities. I have had an awful problem with North American Power and would like to report it to you. I had signed up for them instead of PSNH because I was interested in the ad for the lower rate. After one year, they never sent me a renewal notice. I did not even think to watch the rate. The rate changed to a variable rate in December or January. It went from \$0.09 to \$0.17. For several months my electric bill was higher than \$200, and was nearly \$300 one month. I called North American Power about this. Talking to them about the rate was like a negotiation. They offered me \$0.11 and some sort of refund for a year, but that was still too high, because PSNH was at \$0.10, so I threatened to leave them. They gave me a choice of \$0.103 for 8 months and Restaurant.com gift certificates for 8 months. I didn't have time to decide on the best deal, but took the lower rate. I am really appalled by them and my experience in New Hampshire. When I lived in Kanakakee, IL, I only paid \$20/month for electricity not including the heat that I have in my apartment. Here I pay \$70-90 a month in the summer. My parents 3 bedroom house in Oak Park, IL is only \$175 in the winter for gas and electricity, while I only have a 1 bedroom apartment in Pembroke, NH and had to pay nearly \$300. This is something that the citizens of New Hampshire can not afford to pay at our cost of living.

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